



# Rate Notice

ABN 86 058 929 428

General Enquiries: (07) 3829 8999

Email: [rcc@redland.qld.gov.au](mailto:rcc@redland.qld.gov.au)

Web: [www.redland.qld.gov.au](http://www.redland.qld.gov.au)

147005/XB/000832 H  
Mervyn John Crace And Margarete Antonia Crace  
As Trustee  
3 Laura Street  
Cleveland QLD 4163

Property No.	54630
Valuation 2020-2021	\$40,002
Rating Category	2a
Billing Period	1 Jul 2020 - 30 Sep 2020
Property Location	KENSINGTON GREEN, 63/14 Kensington Place Birkdale QLD 4159 Lot 78 GTP 4221

Due Date **13 Aug 2020**

Total Amount

**\$786.97**

## Summary of Charges

Balance Brought Forward	\$	0.00
Rates and Charges	\$	440.72
<b>Subtotal</b>	<b>\$</b>	<b>440.72</b>
Water and Wastewater charges	\$	206.94
<b>Subtotal</b>	<b>\$</b>	<b>206.94</b>
State Government Charges	\$	139.31
<b>Sub-total State Government Charges and Subsidies</b>	<b>\$</b>	<b>139.31</b>
<b>Total Amount Payable</b>	<b>\$</b>	<b>786.97</b>

Payments made after 30/06/2020 may not be included in the calculation of this rate notice.

**If you are experiencing financial hardship due to COVID-19 and loss of income please contact us to discuss options available regarding your rates**

## Payment By BPAY



**Billers Code:** 53058  
**Ref:** 1546309

## Telephone & Internet Banking – BPAY®

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: [www.bpay.com.au](http://www.bpay.com.au)

## Payment Online



[www.redland.qld.gov.au](http://www.redland.qld.gov.au)

Use your credit card to pay 24 hours 7 days per week.

Reference No: 1546309

## Payment By Phone



**1300 300 943**

Visa, Mastercard. 24 hours.  
7 days per week.

Reference No: 1546309

**See over the page for Levy Details and more Payment Options**



## Remittance Advice By Mail

Post your payment with this cut-off slip to:

Redland City Council  
PO Box 21  
Cleveland Qld 4163



**Pay in Person at any Post Office**



**\*2431 1546309**

## Account Summary

**Property Number** 54630

Mervyn John Crace And Margarete Antonia Crace As Trustee

Total Amount

**\$786.97**

	Amount
<b>Redland City Council Charges &amp; Rebates</b>	
General Rate Category 2a Min	\$289.75
Environment Charge	\$29.08
Landfill Remediation Charge	\$7.50
Redland City SES Administration Charge	\$1.77
<b>Utility Charges</b>	
240Lt Waste / Recycle	\$112.62
<b>State Government Charges &amp; Rebates</b>	
Emergency Management Levy – Class A Group 2	\$56.50
For the financial year 2020/21, an estimated annual payment of \$4,821,175 will be paid to Redland City Council by the Queensland Government under the <i>Waste Reduction and Recycling Act 2011</i> . The purpose of this payment is to mitigate any direct impacts of the waste disposal levy to households in the Redland City local government area.	

## Important Notes

### Future Issue & Due Dates:

Q2 Issue Date 13 Oct 20 /  
Due Date 13 Nov 20  
Q3 Issue Date 12 Jan 21 /  
Due Date 12 Feb 21  
Q4 Issue Date 15 Apr 21 /  
Due Date 17 May 21

**Interest:** From 1 July 2020 to 30 June 2021 compound interest at the rate of 8.53% is payable on all overdue rates and charges (excluding non-rate items). If overdue rates are included in the opening balance of this rate notice they are accruing interest.

**Balance of Account:** If you would like to discuss a balance outstanding on your account or discuss payment options please contact us on (07) 3829 8999.

This rate notice is issued in accordance with the Local Government Regulation 2012 and Council's budget resolutions.

Andrew Chesterman,  
Chief Executive Officer.



### Payment In Person (Not Recommended)

Council Service Centres:

At the time of printing Cleveland is open, but may close at short notice.

We encourage you to use alternative payment methods.



### Payment By Direct Debit

Download a Direct Debit Request from Council's website or phone (07) 3829 8999 to request a form.

Complete and return by email to :  
DirectDebitRates@redland.qld.gov.au **Or** By Post To Redland City Council, Direct Debit, PO Box 21, Cleveland QLD 4163

Use Centrepay to make regular Deductions from your Centrelink payments. Centrepay is a voluntary and easy payment option available to Centrelink customers. Go to [humanservices.gov.au/Centrepay](https://humanservices.gov.au/Centrepay) for more information and to set up your Centrepay Deductions.

## Credit Card Slip

I hereby authorise the amount shown on this credit card slip to be charged against my credit card

**Property No. 54630**

☐ VISA

☐ MASTERCARD

Amount

\$

Expiry Date

Full Name on Card

Signature

Daytime Phone No.



## Water Account Summary

**General Enquiries:** (07) 3829 8999

**Email:** [rcc@redland.qld.gov.au](mailto:rcc@redland.qld.gov.au)

**Web:** [www.redland.qld.gov.au](http://www.redland.qld.gov.au)

**Property No.** 54630

**Property Location**

KENSINGTON GREEN, 63/14 Kensington Place  
Birkdale QLD 4159  
Lot 78 GTP 4221

**Billing Period**

1 Jul 2020 - 30 Sep 2020

Mervyn John Crace And Margarete Antonia Crace As  
Trustee  
3 Laura Street  
Cleveland QLD 4163

Information Only

### Your Water Meter Readings

Water Meter Serial	Previous Read Date	Current Read Date	Number of Days	Previous Reading	Current Reading	Consumption (kilolitres)	Is Reading Estimated?
11HD00436	02/01/2020	24/04/2020	113	77,785	82,017	4,232	No

### Local Government Distribution and Retail Price

CTS Boundary Meter 100mm	\$	11.74
Wastewater (Sewerage) fixed access charge	\$	178.25
Water Consumption - Residential	\$	16.95

### State Bulk Water Price

Bulk Water Consumption	\$	82.81
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<b>Total Water and Wastewater Charges</b>	<b>\$</b>	<b>289.75</b>
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**This amount is included on your Rate Notice – DO NOT PAY SEPARATELY**

For comparison, the total water and wastewater billed on your last Rate Notice \$262.15

### Billing Enquiry?

For billing enquiries please contact Redland City Council

**Telephone: 3829 8999** Facsimile: 07 3829 8765

Cnr Bloomfield and Middle Streets, Cleveland Qld 4163

PO Box 21, Cleveland Qld 4163

**email** [rcc@redland.qld.gov.au](mailto:rcc@redland.qld.gov.au)

**web** [www.redland.qld.gov.au](http://www.redland.qld.gov.au)

For water and wastewater 24 hour service enquiries please contact Redland City Council

**Telephone: 3829 8999**

Please refer to the back page of this summary for further information.

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## Water and Wastewater charges

- The water fixed access charge is billed in advance and is a set charge (based on meter size).
- The wastewater fixed access charge is billed in advance and is a set charge.
- Water consumption is charged per kilolitre and is based on water meter readings taken over the quarter (1 kilolitre = 1,000 litres).

**For the 2019 -2020 financial year the following water consumption charges apply:**

Consumption Type	State Govt Bulk Water Price per kilolitre \$	Redland City Council Price per kilolitre \$	Total Price \$
Residential	2.935	0.601	3.536
Non Residential	2.935	1.376	4.311

## Why am I charged a state bulk water price?

Since 2008, Seqwater has owned, operated and maintained bulk supply dams, reservoirs and water treatment plants. State Government legislation requires council to display the bulk water charges as a separate item on your water summary.

## Estimated Readings

On occasion we may have trouble obtaining a meter reading for your property. Generally this happens in instances where the entry gate is locked, there is a dog or the meter is obstructed by vegetation. In these instances the meter reader will leave a self-read card in your letterbox if possible. You can avoid an estimated read by reading your water meter, completing the card and returning it to us as soon as possible.

If we have not received a meter reading we will estimate a reading based on your previous usage.

## Ownership Change - Why am I Paying for Water used by the Previous Owner?

As part of the settlement of ownership transfer the majority of conveyance solicitors will request a water search in order to do a water charge adjustment for the purposes of financial settlement. The adjustment covers the previous owner's water usage up until settlement date. Therefore in the majority of instances the new owner is not paying the water used by the previous owner. However, should you have any concerns please contact your conveyance solicitor.

## Checking for leaks

It is important to fix leaks or plumbing issues quickly. Locating and fixing leaks will save water and help reduce your water consumption charge.

### Do an overnight test. Before going to bed:

- turn off all household and garden taps
- read and record both black and red numbers on your meter
- take into account if a toilet is flushed (approx 9ltrs)
- read and record the reading first thing in the morning.

If any of the numbers have moved, this indicates that you may have a leak and you may need to contact a licensed plumber straight away.

## Who owns the water meter?

Redland City Council owns the water meter, and the pipes that supply the services to the water meter.

